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BXmart -customer
satisfaction



Your efforts bring peace, prosperity, cooperation to Americas'

By Gen. Peter PaceU.S. Southern Command Commander in Chief

During this first holiday season of the new millennium, people of all faiths join with family and friends to offer prayers for a new era of peace, prosperity, and security in our oftentroubled world. We who are United States citizens give thanks for our nation's prosperity and pray that the blessings of liberty and freedom will



"Lynne and I join in wishing you a happy and safe holiday season and joyous New Year."

> Gen. Peter Pace Commander in Chief

be realized in the 21st century by people the world over.

United States military members deserve special recognition at this time of the year. Often in harm's way and stationed far from home, many will not experience the joys of celebrating this holiday season with their families

and loved ones. Wherever duty calls, however, the pride, commitment, and sacrifices of U.S. military personnel send a message of hope to citizens of all nations that freedom is achievable and worth defending.

I want to express my appreciation to the men and women of United

States Southern Command, both military and civilian, for upholding the highest traditions of service to our nation. Whether at home or abroad this holiday season, may you find comfort in the hope you bring to the people of the Americas for peace, cooperation, and prosperity. Your efforts are the greatest gift we can give our Partner Nations and the finest legacy we can provide our own children.

Internet: http://www.southcom.mil

Lynne and I join in wishing you a happy and safe holiday season and joyous New Year.



General, U.S. Marine Corps

'Our thoughts and prayers go out to who serve'

By Gen. Henry H. Shelton Chairman of the Joint Chiefs of Staff

s we approach the New Year, we celebrate the spirit of the season and reflect on the blessings we enjoy as Americans. A nation at peace, the freedom to pursue dreams, and the promise of a safe, secure future these are the blessings built on the sacrifice, dedication and commitment of you — our soldiers, sailors, airmen, Marines, Coast Guardsmen and DoD civilians. You remain on duty throughout the holidays, guarding freedom's frontiers with unrelenting vigilance.

During this special season, our thoughts and prayers go out to all who serve — especially those serving far from home, performing difficult, even dangerous missions,



apart from family and loved ones. Each of you is a national treasure, a bright and shining light illuminating the spirit of peace and hope. The difference you make is not measured in the abstract but in the lives you help and protect.

"Each of you is a national treasure, a bright and shining light illuminating the spirit of peace and hope. The difference you make is not measured in the abstract but in the lives you help and protect."

> Gen. Henry H. Shelton Chairman, Joint Chiefs of Staff

From my family to yours, Carolyn and I wish each of you a joyous holiday and a Happy New Year.

Hungt Selfon

Gen. Henry H. Shelton, USA

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Marine Gen. Peter Pace......Commander in Chief Army Col. Ronald B. Williams.......Director of Public Affairs

* * * * *

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Command center stands ready to track Saint Nick

Internet: http://www.southcom.mil

By Lt. Col. William Delehunt, USAF

U.S. Southern Command chief meteorologist

MIAMI - The U.S. Southern Command stands ready to confirm when Krisg overnment agencies Kringle and his team of terrestrial navigaenter the tors command's area of responsibility Christmas morning. The Joint Operation and Information Center and meteorologists on staff will use an advanced missile tracking satellite

system, dynamic radar and galactic binoculars to monitor the skies for Saint Nick's arrival.

In addition, the SOUTHCOM team will work with other to assist the jolly man and his reindeer as they travel through windy and sometimes adverse conditions.

Between DoD. the National Weather Service, the Weather Channel

See Santa

Page 5

Santa

from Page 4

and the National Hurricane Center. Santa has all the weather forecasts necessary to make sure he leaves something for everyone on his "nice" list throughout Central and South America, and the Caribbean. Defense officials said if someone doesn't get something from Santa, he or she couldn't blame it on the weather!

With Santa Claus' annual trip only a few days away, the JOIC is gearing up for their responsibilities in support of this mission. As JOIC chief, Cmdr. Tom Stenstrom is leading the effort.



This early morning photo was taken last Christmas shortly after Santa and his reindeer arrived to the U.S. Southern Command Headquarters in Miami. The command stands ready to assist Saint Nick again this year when he passes through Central and South America, the Caribbean, and on into Miami.

"My people don't real- U.S. Pacific Command's ize this, but because of the AOR and works from east rotation of the Earth, Santa to west around the globe. begins his journey in the After finishing with his deliveries in the U.S. Central Command's AOR, he moves into the U.S. European Command's AOR, finishing in West Africa." Stenstrom said. "He then points Rudolph across the Atlantic, and we pick up responsibility for his flight when he crosses 30 degrees west longitude."

Maj. Doug Miles, U.S. Southern Air Forces liaison officer, concurred. "We assume operational control of all flights in the AOR, and Santa is no exception. Of course, we take pains to deconflict the route with scheduled regularly flights."

Lt. Col. Dave Mayer,

See Santa Page 6

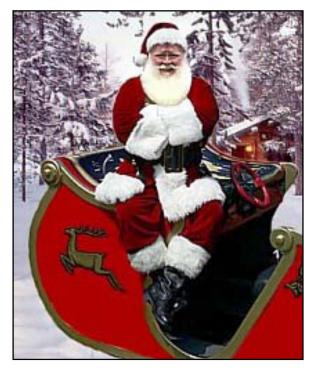
Santa

from Page 5

chief of the Joint Reconnaissance Center, added, "We've been very successful over the years. We've never had a single safety incident, and Santa's maintenance crew has a higher fully-mission-capable rate than some of our fixed wing assets."

Officials note, however, that the planning phase for this mission actually started several months ago. "Santa knows the rules for obtaining country clearances for himself and all his elves," said Charlene Brogie, theater clearance manager. "He follows the foreign clearance guide properly, and I get his request every October, just like clockwork."

The weather conditions aren't left to chance, either. Capt. Deann Emery, staff weather officer, makes sure of that. "With the end of hurri-



Santa Claus sits on his sleigh, which was recently refurbished in DoD's most secret workshop.

cane season, we are able to task the weather reconnaissance C-130s from Keesler (Air Force Base, Miss.) to fly out ahead of Santa. They take atmo-

spheric samples, just as they do in tropical storm systems, to optimize the flight route."

No significant storms are predicted for this year's trip, and while Santa will probably have a slight head wind to contend with, "It's nothing Rudy and the boys haven't seen in past years," Emory stressed. She added, "I hope I can do an outstanding job forecasting for Santa this year so he will move me from the 'naughty' list to the 'nice' list."

Not that bad weather would actually stop Santa. According to Col. Kevin Johnson, chief of command and control, Santa is ready for any situation. "Santa has had his sleigh in DoD's most secret workshop for upgrades, and is now flying the SXR-22, the most modern air vehicle in the world," he said.

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Page 7

Santa

from Page 6

In addition to NVGs and GPS, this sleigh has a six-CD changer, leather seats, dual airbags, and convertible landing gear. "With skis, wheels and pontoons, Santa is ready to land anywhere in the AOR to deliver the goods. Most importantly, there is a new wind screen for the sleigh, prompted by last year's near disaster after Blitzen ate some bad sushi over



Personnel are ready to inform command authorities when Santa Claus enters the U.S. Southern Command area of responsibility.

graded IFF transponder, and we'll be able to track the Mimi Azcarraga post it to the Global said. agreed and said, "The Command and Con-

JOIC will have in- watch officer who will awareness, which is Eve has had his team Japan," Johnson said. route of flight and highly unusual," she undergoing extensive

Capt.

sleigh has an up- trol System. The Lugo, the JOIC stant situational be on duty Christmas training for this im-Jonnie portant mission. "We

alternate watching videotapes 'Miracle on $34^{\rm th}$ Street' and 'The Grinch Who Stole Christmas' while on duty," Lugo said.

SOUTHCOM officials are standing ready to assist Santa keeping in mind it's going to take a team effort to ensure success. "I have one of the most important jobs," said Col. Bill Bradshaw. "It's my responsibility to put out the milk and cookies for Santa here at the headquarters. Cmdr. Jeff Hesterman added. "And I put out the carrots."

Civilian culminates distinguished 42-year career

By Tech. Sgt. Lee Roberts, USAF

Command Run Editor

MIAMI – The U.S. Southern Command commander in chief recognized, honored and bid farewell Tuesday to a long-time civil service "icon" in the J-6 Command, Control, Communications, and Computer Systems Directorate.

Gen. Peter Pace presented the Chairman of the Joint Chiefs of Staff Joint Distinguished Civilian Service Award to Raymond L. Bennett, a project manager and telecommunications specialist in the command since 1990, for his hard work and many contribu-



Photo by Air Force Tech. Sgt. Lee Roberts

Gen. Peter Pace, U.S. Southern Command commander in chief, presents the Chairman of the Joint Chiefs of Staff Joint Distinguished Civilian Service Award Tuesday to Raymond L. Bennett, J-6, at the headquarters.

tions to the nation during a 42-year distinguished career.

The general publicly acknowledged Bennett's accomplishments during

four years of active duty service in the Air Force, and 38 years of additional service in the Department of Agriculture and Department of Defense, and thanked him specifically for his service to the command.

"We hope when you look back at your 42 years of service to the government that you do reflect on the fact that you enjoyed the work and the people you worked with," Pace said to Bennett. "Most important," the general continued, "is that you realize that those of us who you

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Page 9



Photo by Air Force Tech. Sgt. Lee Roberts

Army Col. Benjamin Fletcher (Left), J-6 director, praises Raymond L. Bennett for his contribution to America and to U.S. Southern Command. The colonel told the audience that Bennett, an "icon" at the U.S. Southern Command since 1990, was a rock and inspiration to everyone in the command.

Bennett

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leave behind have tremendous respect for you as an individual and appreciate all you have done for us."

Army Col. Benjamin Fletcher, J-6 director, to make a few moments to praise his trusted and knowledgeable associate.

The colonel highlighted Bennett's impact with command's global information grid to make a seamless architecture for the exchange of informa-

tion, and his work on the various standards committees. He also noted the work Bennett accomplished on the Caribbean Regional Communications Network as chief architect of that critical Pace then asked information exchange system.

> "It's an honor for me today to participate in this ceremony and share Ray's contribution to the United States of America," Fletcher said. "Ray has been in the organization since 1990, long be-

> > See Bennett Page 10

Bennett *from Page* 9

fore I arrived. He has been a rock, an inspiration to all of us sitting in this room and to many more throughout the command. He is key to this organization, and there aren't too many people you want to label as indispensable... but as we see his transition, we will find that word may apply."

Pace also recognized the contributions of Bennett's wife Marilyn, noting her longtime support of her husband's career. The general presented her with a command certificate of appreciation and took a moment to summarize her sacrifices on



Gen. Peter Pace also took time to present a command certificate of appreciation to Raymond Bennett's wife Marilyn. The general praised her for the longtime support of her husband's career. (Photo by Air Force Tech. Sgt. Lee Roberts)

behalf of the nation.

"No one serves their country for 42 years without being very well supported," the general told Mrs. Bennett. "When Ray was bouncing around saying lets go to Europe, Arizona and Panama, those things just don't happen unless you supported it and supported him. I know for

a fact that when anybody retires and looks back on their time the major reason they feel good about their service to their country is because their spouse made them feel that what they were doing was important. Thank you for supporting him."

Bennett echoed the general in praising his wife

Marilyn. "My lady Mary has been by my side for the last 38 years. In all that I have endeavored to undertake, while she has put her career on hold, her companionship, help and advice has gone far toward my reaching this plateau of my federal civil service professional career. I say thank you and I love you."

In saying farewell, Bennett thanked the general and his coworkers for honoring him.

"I've had a very rewarding and fulfilling professional career," he said. "Thanks for your support, understanding patience and professionalism. Most of all thanks for having made it easy for me to have done my job."



Getting involved

Army Lt. Gen. John P. Abizaid (Center), Joint Staff J-5 director, meets **Thursday with Army** Maj. Gen. Gary L. Speer (Left), U.S. Southern Command deputy commander in chief, and Air Force Maj. Gen. James N. Soligan, SOUTHCOM J-5 director, at the headquarters in Miami to learn more about command concerns and issues. Abizaid toured the command headquarters and received a number of briefings. (Photo by Air Force Tech. Sgt. Lee Roberts)

DoD mailing addresses for 'Operation Dear Abby' available at web site

American Forces Press Service

abby/).

WASHINGTON, Dec. 7, 2000 — "Operation Dear

Abby," an effort begun by syndicated advice columnist Abigail Van Buren to bring holiday greetings to service members worldwide, is now underway until Jan. 15. Information about the program and mailing addresses for overseas destinations can be viewed at (http://www.defenselink.mil/specials/

cat ls/ Mi

lals/ | M H

"Pets' means dogs and cats only," AMC's Tech. Sgt. Mitch Conley emphasized. He pointed out that pet

shipment is not an entitle-

Shipping pets: dogs and cats only, and at owner's expense

By Rudi Williams

American Forces Press Service

WASHINGTON, Dec. 5, 2000 — Rabbits, gerbils, birds, snakes, fish, parrots, otters, horses — these are only some of the family pets people have tried to ship on military chartered aircraft when moving. To their chagrin, none of these prized pets were allowed aboard Air Force Air Mobility Command charters.

ment, but a privilege limited to charter passengers in a permanent-change-of-station status. The limit is two pets per family. Waivers are required to transport more than two.

And there's a weight limit — 99 pounds, including the cage or shipping container.

Conley said it costs about \$85 to ship a pet and kennel weighing up to 70 pounds aboard a charter flight, and double that for pets weighing 71 to 99 pounds.

The government does not underwrite or reimburse the cost of shipping pets, he said. Owners pay

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Page 13

Pets

from Page 12

the freight alone, and they also must make their own commercial arrangements if the pet exceeds AMC's 99-pound weight limit.

It's not cheap. "I heard about a guy who paid \$1,300 to said.

satisfying all docu-



Shipping a pet is not an entitlement.

Great Dane," Conley quarantines. The shipping container Pet owners are used must be apresponsible for the proved by the Interpreparation and care national Air Transof their animals and port Association and be large enough for mentation, immuni- normal body movezation and border ments and for the pet clearance require- to stand up, turn

ship a 150-pound ments, including around and lie down comfortably.

16 by 8.

their pets when make mercial flights." arrangements to ship their belongings. a waiver because of "They need to make arrangements two or three months before they're scheduled to 800-851-3144 move," he said. "They shouldn't just show request to (618) 229up with pets."

He said owners should anticipate dif-A small pet can ficulty shipping pets travel in the charter during the summer aircraft cabin with months, when most special permission PCS moves take from AMC, but it place. "We do more Microsoft Word 95 must be in a hard- than 300 waivers a format at http:// shell kennel not ex- month during that www.amc.af.mil/ ceeding 20 inches by time," he noted. "The do/don/pets.htm. majority is requests

Conley said ser- for additional space vice members should on aircraft. Many advise their trans- people have to ship portation office about their pets on com-

> People who need the number, type and weight of their pets can call AMC at 1-**DSN 779-7881**, fax a 7876 or DSN 779-7876 or send e-mail to petwaivers@ scott.af.mil.

> A copy of the waiver form can be downloaded

> > (AFPS)



A new star

Gen. Peter Pace (Left), U.S. Southern Command commander in chief, promotes Army Col. Jacoby, deputy director for the J-5 Global/Multilateral Issues and International-American Affairs, to the rank of brigadier general during an end-oftour award and promotion ceremony Dec. 12. Jacoby's wife Grace assists the general with the promotion. Jacoby, received the Defense **Superior Service Medal.** (Photo by Army Spc. Lucy J. Pabon)

Santa accepts CINC's invitation, moves his headquarters south

1st Class Gabe Puello Command Run Assistant Editor

Claus recently ac- party. cepted an invitation U.S. Command's head- project officer. quarters into Santa

By Navy Petty Officer scended into the building in anticipation of meeting the jolly fat man during Miami -- Santa the children's holiday

"...This Holiday from Gen. Peter party for dependent Pace, commander in spouses and children, chief, and tempo- is a way to show our rarily moved his appreciation for the headquarters south. immeasurable sup-The move turned port they provide to Southern us," said Guy Drab,

The children Command were shuttled with Central Dec 4. More military precision



Photo by Army Spc. Lucy J. Pabon

A SOUTHCOM NCO, attached to Santa's Command Central, photographs a boy on Santa's lap at the command's holiday party Dec. 4.

Reindeer room. Mrs. Claus' himself. storyland, Santa's workshop, and of the children waited to course to meet and be photographed. than 250 children de-through Rudolph's have their picture face painters worked

Games taken with Santa the lines in the conference room and pro-While many of vided the children

> See Party Page 16

Party

from Page 15

with caricatures of Christmas.

The staff at the headquarters building spent tireless hours preparing reindeer sleigh parking signs for the parking lot, color-coded badges with ages for every child, as well decorations for all the rooms.

"I enjoyed every minute of it," exclaimed Navy Cmdr. Kelly Spellman, J-5 Strategy, Policy, and Plans Directorate.

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Page 17





Photos by Army Spc. Lucy J. Pabon (Above) Army Pfc. Tiffany D. Thomas, J-6 Command, Control, Communications, and Computer Systems Directorate, plays games with children Dec. 4 at the command's children's holiday party. (Left) Army Spc. Amena Islam, J-5 Strategy, Policy, and Plans Directorate, helps a child with his arts and crafts project.



Children enjoyed getting their faces painted while waiting to see Santa Claus.

Party from Page 16

Spellman played guitar and entertained children with Christmas carols while they visited Mrs. Claus' storyland. She was one of many U.S. Southern Command parents that brought their children to this second annual event sponsored by the U.S. Marine Corps Law Enforcement Association.



Photos by Army Spc. Lucy J. Pabon The children craft picture frames for their photos with Santa Clause.



(Above) Cathy Speer, wife of the deputy commander in chief, helps Santa's elves prepare for the children's arrival at the party Dec. 4. (Right) A young SOUTHCOM girl relaxes and enjoys a piece of candy during the festivities.



Sick children receive holiday cheer, presents

By Petty Officer 1st Class Gabe Puello, USN Command Run Assistant Editor

iami -- Over 75 critically ill children were Christmas caroled and given toys donated by the Hearing Research Institute and presented to the children by U.S. Southern Command, the Lions Club of Miami, American Legion, and the Association of United States Army Dec. 17 at Jackson Memorial Children's Hospital.

The carolers were led by Kelly J.

See Cheer
Page 19



Photo by Navy Petty Officer 1st Class Gabe Puello

Cathy Speer (Far right), wife of the deputy commander in chief, along with Darlene Williams, Susan and Teddi Pickard, give a holiday gift Dec. 17 to a child and his mother at the Miami Memorial Children's Hospital.

Cheer

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Spellman, J-5, and a contingent of Santa's elves that played musical accompaniment. They ambled along the hallways delivering toys to youngsters of different ages, often singing carols from the patient's doorways, unable to enter due to the gravity of their conditions.

"This gift giving to sick kids has been going on for over 11 years. The children get a lift in spirits as well as a tangible toy to hold and play with," said Army National Guard Col. (Dr.) Robert Pickard. The givers also get a lump in their throats from doing some-



U.S. Southern Command, American Legion, Florida Lions Club, and Association of United States Army volunteers distributed toys to youngsters at Jackson Memorial Children's Hospital Dec. 17.

thing worthwhile for a sick has participated in this the Christmas Holidays are child, he added.

U.S. Southern Command stitute. Leftover toys from

partnership of giving with later given to children dur-This is the second year the Hearing Research In- ing the Easter holiday season.

Zip Code Coffee Groups

The ZIP Code Coffee Groups allow spouses to meet with others living close by to socialize and discuss various topics and issues concerning each other and their families. The groups are divided by geographic areas. For more information about the groups, contact the following group leaders:

Weston

Harriot Johnson (305) 385-2296

Kendall/Hammocks/Dade

Missy Whiddon (305) 971-3131

Doral/North Dade

Linda McClain (305) 406-2203

Pembroke Pines/Weston

Melissa Badami (305) 443-7732

Cooper City

Looking for a group leader; call (305) 437-2723 if interested.

News briefs

Transitioning

There is a Transition Assistance Program Career and Job Workshop Jan. 22-25 from 8 a.m. to 4:30 p.m. at La Quinta Hotel located at 8730 NW 27th Street in Miami. The four-day career and job search workshop is for separating and retiring members service seeking civilian employment. Topics to be covered include skills and self assessment; veterans benefits, employment networking;

search strategies; resume writing; and interviewing techniques. Apre-separation counseling session is required prior to the TAPS workshop. Call the Family Support Center at (305) 437-2671 or toll free at (888) 547-4025 to schedule an appointment or for more information about the TAP Workshop.

Separating

There is a preseparation briefing Jan. 8 from 2:30 to 4 p.m. in the Education

Center located at the Codina Building. Call the Family Support Center at (305) 437-2665 for more information or to sign

Newcomers

There is a Newcomer's Orientation Jan. 22 from 8:30 a.m. to 4:15 p.m. in the Education Center at the Codina Building. Call (305) 437-2665 for more information or to sign up for the briefing. This is a prerequisite briefing to attend the TAP Workshop.

BXmart delivers customer satisfaction where \$hoppers need it most

By Tech. Sqt. Lee Roberts, where it matters most -a**USAF**

Command Run Editor

MIAMI – \$hopping can be an extremely expensive and frustrating experience for U.S. Southern Command members. especially with the higher cost of living here. However, if military shoppers use good ¢ents, and don't mind driving a short distance, they will find the relief they are looking for at the Homestead Air Reserve Station BXmart.

Kelli Hackett. BXmart store manager, said her top priority yearround is customer satisfaction, beginning with

customer's pocket book.

Price cutting

Hackett said the store offers a very wide variety of groceries and merchandise at very competitive prices. "So you can do your grocery shopping and purchase your holiday presents at the same time. You won't find this anywhere else," she said. The store sells items at the very best prices – at cost plus five percent with no tax. In addition, the BXmart also excepts competitor's coupons... "And if you find something cheaper anywhere else, we will match it,"



Photo by Air Force Tech. Sgt. Lee Roberts

Internet: http://www.southcom.mil

Kelli Hackett, Homestead Air Reserve Station store manager, gives instructions to an AAFES vendor.

Hacket added.

Wide variety

From turkeys to candy canes, the BXmart offers a large selection of commissary items. The

store, however, goes the extra mile by offering specific foods that cater to the Asian, German, Cu-

> See **BXmart** Page 22



Photo by Air Force Tech. Sgt. Lee Roberts Kelli Hackett checks the BXmarts fruit stand to ensure freshness.

BXmart

from Page 21

ban and Hispanic communities. "You can find items you would find at a specific store in Miami that caters to a particular nationality," Hacket said.

The grocery section also guarantees the finest USDA approved meat products, with its own meat cutters on staff, and boasts a full-fledged deli and bakery. The BXmart also has a self-selection shoe section, clothing

section, and its own jewelry counter.

Big showroom

The houseware section is currently undergoing a renovation that will add 14,000 square feet of floor space when completed in mid to late January 2001. This will allow the BXmart staff to show off more furniture and appliances, garden items, toys and goods. sporting "What is happening now is they are putting in a drop ceiling, new lighting, new

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BXmart

from Page 22

flooring to expand the retail space," Hacket explained. "Adding 14,000 additional square feet is a good thing, a win-win situation for the customer. We will be increasing variety and availability, a better shopping experience all the way around."

Delivery services

The BXmart delivers small appliances and merchandise to people's homes for a small fee of \$25, up to 25 miles. There is a small additional gas fee for distances beyond this limit. The store is currently negotiating a contract for a



Photo by Air Force Tech. Sgt. Lee Roberts Rodolfo Alonso, a meat cutter at the Homestead BXmart, grinds up beef, which is USDA approved, and packages it to be sold at the store.

bonded and licensed delivery vendor to provide this service.

The store also delivers

(no delivery fee) BXmartstocked items and military clothing store items upon request to the SOUTHCOM Shoppette daily, Monday through Thursday. SOUTHCOM customers need only fill out a customer request form at the shoppette.

Cold storage

Hacket said the majority of the store's customers are retirees that live within 11 miles of the BXmart. Outside that radius, statistics show SOUTHCOM members are the store's largest group of customers. Realizing that SOUTHCOM families travel great distances to shop at the BXmart, Hacket said the store gives customers

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BXmart

from Page 23

that spend more than \$150 a free cooler and bag of ice to transport perishables home.

Toll relief

Every quarter, the BXmart offers a full month of toll relief. According to Hacket, the BXmart will pay for customer's tolls on the turnpike to the BXmart and for the return trip home. The next toll-reimbursement month is scheduled for February 2001.



Litrices Riley (Right), a cashier checking identification badges at the BXmart's main entrance, speaks with Kelli Hackett, the store manager, prior to the store's opening Dec. 15. (Photo by Air Force Tech. Sgt. Lee Roberts)

Customers need only show their oneway toll receipts at the customer service desk to be paid double that amount. Or shoppers can show their toll receipts at the checkout register and the amount will be deducted from the total amount. Some shoppers even prefer to save up all the receipts for the month and get them redeemed all at once late in the month, Hacket said. "It's your choice how you want to do it," she said.

Top priority

The store manager said that customer satisfaction is more than a goal at the BXmart – it's the store's top priority. "When customers pass through the cash register and put their merchandise in their cars, I want to make sure they leave with a good lasting impres-

sion." Hacket stressed. "The bottom line is my customers can go shop somewhere else. Only certain people have benefits to shop at this store. So when I lose a customer... I really lose a customer! So you can clearly see that customer satisfaction is the best way to get the store return customers."

(Editor's note: For more information about the Homestead BXmart or to conveniently shop online, visit the Internet at www.aafes.com.)

SOUTHCOM kicks it up at holiday dinner dance



(Above) Kelley J. Spellman, J-5 Strategy, Policy, and Plans Directorate, leads the command in singing several classic Christmas carols. She also received a standing ovation for a rousing rendition of "The Devil Went Down to Georgia."



Photos by Air Force Tech. Sgt. Lee Roberts (Above) A live band entertains U.S. Southern Command members during the Holiday Dinner Dance 2000 at the Radisson Mart Plaza Hotel Dec. 9. The event gave personnel a chance to socialize with each other and together celebrate the holiday season.

(Right) Marine Gunnery Sgt. Dluhos, Command Group, and his wife "kick it up" on the dance floor to a Salsa favorite.

(See more photos on page 26)



Internet: http://www.southcom.mil



Many people sung Christmas carols with a roving microphone. Some singers sounded better than others, but no one cared.



Several lucky participants played "Who Wants to be a Millionaire," compliments of the J-4 Logistics Directorate.



Air Force Col. Michael Sevier, J-8 Programs and Resources Directorate director, tells the command's somewhat comical version of the classic "Christmas Story."



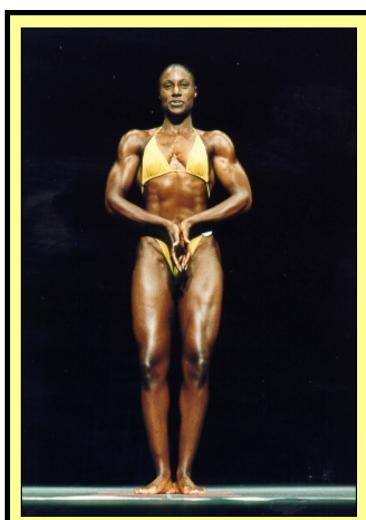
Command Sgt. Maj. Jesse Laye shows how to get a dance groove on.



Army Col. Benjamin Fletcher, J-6 director, was master of ceremonies.



Photos/Tech. Sgt. Lee Roberts
Gen. Peter Pace, commander in chief, addresses
attendees and introduces
Doris Wilde, wife of Army
Chief Warrant Officer Richard Wilde. The general announced that she would
soon be a U.S. citizen.



Body builder shows off physique, finishes fifth

By Navy Petty Officer 1st Class Gabe Puello Command Run Assistant Editor

Sports

Taking her bodybuilding skills on the road, Petty Officer 2nd Class Sandra Yelverton, J-1 Personnel Directorate, Navy and Marine Corps Personnel Support Desk, recently took 5th place overall at the All Armed Forces Body-

building Championships at Virginia Beach, Va., Sept. 8.

The field consisted of over 100 participants and more than 40 female contestants.

Yelverton was
previously featured
in the July issue of
the Command Run
for her first place
bodybuilding victory
in Naval Station
Bahrain's body
building competition just prior to her
assignment at the



Photos/J.M. Manion

Petty Officer 2nd Class Sandra Yelverton, J-1, poses enroute to a 5th place finish at the Armed Forces Bodybuilding Championships.

U.S. Southern Command.

Spc. Amena Islam



Service:

U.S. Army
Organization:

J-5 Strategy, Policy, and Plans Directorate

Duty title:

Administration NCO

Time in service:

6 years

Hometown:

Miami, Fla.

Hobbies: Reading, sports,

spending time with family, dancing Favorite duty station: Izmir, Turkey

Career Highlights: I loved Naples, Italy and Izmir, Turkey, and traveling throughout Italy. In Turkey I learned to be a good leader and I had outstanding NCOs.

Scott Getter



Service: U.S. Army (retired, special forces)

Internet: http://www.southcom.mil

Organization:

J-3 Operations Direc-

torate

Duty title:

Program manager, humanitarian demining

Time in service:

22 years in service; two years civil service

Hometown:

Germantown, Ohio

Hobbies: Fishing, family activities

Favorite duty station: Panama: two short tours,

one long tour

Career Highlights: Leading a special forces "A" team into combat during Operation Just Cause. It justified all previous training missions, effort, time and pain. Also working in a humanitarian programat SOUTHCOM is very rewarding.



Get ready... go!

Internet: http://www.southcom.mil

Marine Staff Sgt. Thad J. Fountain (Right), J-3 Force Protection, wears shorts and camoflouge while leading physical training near the headquarters Wednesday morning. Fountain and Army Staff Sgt. Travis Wilson, J-2 Intelligence Directorate, prepare to run a 100-yard sprint in 48-degree temperatures, which are winterlike conditions in South Florida. (Photo by Air Force Tech. Sgt. Lee Roberts)